

## **Policy 235.02**

### **Proration and Proration Override**

#### **Overview**

##### **Introduction**

There is a **process to** allow users to override a prorated food package in very limited circumstances.

##### **In this policy**

This policy provides the following information:

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## Food Package Proration

### Introduction

Participants will receive benefits on a calendar month which means benefits will be valid starting the first day of the month and will expire the last day of the month.

Depending on when a participant comes in to receive benefits, they may receive three months of a full package or they may receive a prorated food package for the first month and then a full food package for the subsequent two months.

### Proration amounts

A prorated food package would consist of either a 2/3 or 1/3 food package.

Note: Cash Value Benefits cannot be prorated.

### When proration occurs

Proration may occur when participants:

- receive benefits for the first time or
- have missed or are late picking up their benefits.

The following chart shows when a participant will receive a full, 2/3, or 1/3 package depending on when they are coming in during the month. These are predetermined in the WIC data system and the data system will automatically prorate the food package appropriately.

Days in a Month	Days to Issue a Full Package	Days to Issue a 2/3 Package	Days to Issue a 1/3 Package
<b>28 Days - February</b>	1,2,3,4,5,6,7,8	9,10,11,12,13, 14,15,16,17,18	19,20,21,22,23, 24,25,26,27,28
<b>29 Days - February</b>	1,2,3,4,5,6,7,8,9	10,11,12,13,14, 15,16,17,18, 19	20,21,22,23,24, 25,26,27,28, 29
<b>30 Days – April, June, Sept., Nov.</b>	1,2,3,4,5,6,7,8,9, 10	11,12,13,14,15, 16,17,18,19, 20	21,22,23,24,25, 26,27,28,29, 30
<b>31 Days – Jan., March, May, July, August, Oct., Dec.</b>	1,2,3,4,5,6,7,8,9, 10, 11	12,13,14,15,16,17,18,19,20,21	22,23,24,25,26, 27,28,29,30, 31

## **Food Package Proration, Continued**

### **Proration examples**

The following table shows an example of what a participant would receive when receiving benefits for the first time, after missing an appointment, or are late picking up their benefits.

<b>If the participant comes in on:</b>	<b>Then the participant will receive</b>
February 6th	February – Full food package March – Full food Package April – Full food Package
February 12th	February – 2/3 food package March – Full food Package April – Full food Package
February 25th	February – 1/3 food package March – Full food package April – Full food package

### **Scheduling**

The goal is for participants to eventually receive 3 months of a full food package instead of always having one month of a prorated food package. In order to do this, schedule participants who received a prorated food package in two months instead of three. When they come in for their appointment in two months, they will be issued three months of a full food benefit food package and then schedule them in three months after that.

## Proration Override

### Introduction

Food benefit proration can be overridden through adjustment made in the EU Balance-to-issue box. However, doing so is only allowed in limited circumstances.

### Allowable circumstances

Proration can be overridden in the following circumstances:

- **Special Nutritional Needs:** Some participants have very special nutritional needs. **Overriding proration** may be applicable for some of these situations, **but doing so** for nutritional reasons requires approval from a State Nutrition Consultant.
- **Clinic Errors:** If a clinic error occurred when issuing benefits and benefits must be issued **(or reissued)** at a later date which would cause the food package to be prorated.
- **Clinic Schedule Changes:** A participant is late picking up benefits due to a change in clinic schedule or extreme weather conditions.
- **Participant illness:** The participant is late picking up benefits due to a participant illness. The participant must have contacted the clinic to reschedule their appointment and not be a “No Show” in order **to do so**.
- **Provisional Certifications:** **Proration may be overridden in these cases** to ensure the participant has adequate benefits prior to returning to fulfill proof within 30 days. Example: A participant comes in at the end of the month and is provisionally certified. The 1/3 food package can be overridden to allow the participant to get a full package of benefits until they bring in the required proofs. When the participant brings in the required proofs **the following month however**, the food package may need to be prorated, depending on what time of the month they come in to fulfill their proof.

Note: In cases where a participant has received food benefits for the current month and requires a change later in the month, (i.e. formula change) when a different proration level is in effect, that participant is allowed to receive the food benefit amounts they originally received and is not subject to proration. This would be a good time to remind participants that food benefits are for their use only and can not be sold.